B Appendix B:
List *of* Acronyms

CY
Calendar Year

DDL
???

DFW
Dallas-Fort Worth

DL
Driver License

DLD
Driver License Division

DLO
Driver License Office

DLS
Driver License System

ESRI
Environmental Systems Research Institute

FTE
Full-time Equivalent

GIS
Geographic Information System

GPP
Government Partnerships Program

ID
Identification

SPSS
Statistical Package for the Social Sciences

TOL IVR
Texas Online Interactive Voice Recognition

TOL WEB
Texas Online Web

TxDPS
Texas Department of Public Safety

TxState
Texas State University-San Marcos